EDITED KSA LISTING

CLASS: Senior Programmer Analyst (Supervisor)

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

	Knowledge of:
K1	Comprehensive knowledge of IT principles and practices used in the delivery of services.
K2	Comprehensive knowledge of mainframe and personal computer hardware and software products to provide guidance on the selection, maintenance, and implementation of application systems.
K3	Comprehensive knowledge of SDLC principles and methods for Information Technology services.
K4	Comprehensive knowledge of the principles of effective verbal, written, and group communications to accurately and effectively communicate job related information.
K5	Basic knowledge of statistical methods to accurately review and analyze data.
K6	Comprehensive knowledge of the principles and practices of public administration, organization, and management as it relates to the IT organization.
K7	Comprehensive knowledge of the principles of effective supervision and personnel management in order to direct and manage all aspects of the IT organization.
K8	Basic knowledge of training techniques to effectively educate IT customers and staff.
K9	Comprehensive knowledge of State and departmental policies and procedures as they relate to information technology.
K10	Comprehensive knowledge of the principles of information security as they relate to the protection of IT assets.
K11	Basic knowledge of the operational recovery planning process as it relates to the recovery of all IT assets.
K12	Basic knowledge of project management principles, practices, and procedures as they relate to the effective delivery of IT services.
K13	Comprehensive knowledge of the Department's Equal Employment Opportunity (EEO) objectives to effectively direct staff.
K14	Basic knowledge of State rules and regulations as they relate to contract management
K15	Comprehensive knowledge of the supervisor's role in the EEO Program and the processes available to meet the Department's EEO objectives as it relates to the supervision and management of Departmental personnel.

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CLASS: Senior Programmer Analyst (Supervisor)

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

S1	Analyze logically and creatively to identify problems, draw valid conclusions, and develop effective solutions to business problems.
S2	Apply creative thinking in the design, development, and delivery of effective IT services.
S3	Effectively apply interpersonal and communication techniques with IT professionals and others to create an environment that is conducive to carrying out the mission of the IT organization in an efficient manner.
S4	Speak and write effectively adjusting style, method, and tools for the knowledge base of the audience to provide information.
S5	Effectively apply SDLC principles and methods to the delivery of Information Technology services.
S6	Plan, organize, direct and supervise the work of staff to provide quality services.
S7	Effectively contribute to the Department's EEO objectives to create and maintain a fair and equitable work environment.